



Capitol Rideshare

Rideshare Review

A bimonthly publication from Capitol Rideshare

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Capitol Rideshare is your resource for the State of Arizona Telework Program

Consider this option for travel reduction

While Capitol Rideshare staff works directly with employees to assist with transit queries and processing carpool parking permit applications, it's important to note that we are here for employees and supervisors who desire to learn more about teleworking. Because telework is an option that reduces single occupancy vehicle (SOV) commutes among employees, Capitol Rideshare manages the state of Arizona's Telework program.

What is the state of Arizona Telework program?

Telework is a management option that allows qualified state employees to work from home, or a state office location closer to home, one or more days a week. Properly trained employees and supervisors are equipped to implement a successful telework agreement, which can increase productivity, improve morale and help recruit and retain high value employees. The opportunity to telework is a management option; teleworking is not a universal employee benefit. Supervisors will determine those candidates who are best-suited to telework, have a viable telework job and the appropriate home environment for successful teleworking. The state's Telework program is not a scheduling option to leave work a few hours early and log the remainder of the day as telework. This scenario does not meet the definition (one or more days a week) and this does not adhere to the intent of the program to reduce employee commutes to work.

What are the policies that guide the state of Arizona Telework program?

Arizona State Personnel System (ASPS) Human Resources Division policy ([ASPS/HRD-PA5.01](#)) sets forth the general conditions for the state of Arizona Telework program. The policy is a general framework for teleworkers in all state agencies and does not attempt to address the special conditions and needs of all individuals. Agencies may develop their own sets of policies to meet the needs of the agency; an agency's human resources unit will have policy information specific to their agency.

Where can I get more information about the state of Arizona Telework program?

Contact:

Capitol Rideshare
100 N. 15th Ave.
Suite 305
Phoenix, AZ 85007
602.542.RIDE
RideshareHelp@azdoa.gov
CapitolRideshare.az.gov

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Telework: Responding to a supervisor’s questions about implementation

Tim Jordan, Custodian of State Crash Records at the Arizona Department of Transportation, recently reached out to Capitol Rideshare with questions about implementing the state of Arizona Telework program at his work site. He believed the nature of the work—processing reports, data entry and analysis—was a good fit for the Telework program. He also believes that implementing telework would be a morale booster within his division and could potentially increase productivity among workers. Like other supervisors, he had concerns about technical requirements, being able to communicate with employees working remotely and measuring productivity. Mr. Jordan scheduled a meeting with Capitol Rideshare Program Manager Jasmine Matus to discuss his concerns and learn about technology solutions that were available to state employees that telework. Below are Jasmine’s responses to Mr. Jordan’s concerns, which might prove helpful to other employees and supervisors considering implementing Telework at their location.

Jasmine’s response to concerns regarding technical requirements:

“Given the type of work that Mr. Jordan’s staff does, they would obviously need computers and an internet connection. We discussed virtual office solutions such as WebEx, the state’s licensed software for virtual meetings. This is an easy solution that allows employees with a computer and internet connection to participate in meetings or even in a simple conversation that requires sharing a screen. Another tech solution that connects workers to their workplace is VPN, which allows employees the ability to securely log into their work site. These are solutions he would need to pursue with IT personnel.”

Jasmine’s response to concerns regarding communications with remote employees:

“In order for the tech solutions that connect remote employees to their workplace to function properly, Mr. Jordan would need to discuss with his staff his expectations for employees to respond to email and answer phone calls. These types of expectations should be included in the Telework Agreement that Mr. Jordan and his employees will create and sign after they have completed the mandatory telework CBT training.”

Jasmine’s response to concerns regarding productivity among remote employees:

“For Mr. Jordan’s group, this is an easy task. They already have a set number of reports that employees are responsible for completing each week. For Mr. Jordan to offer Telework as an incentive to employees who demonstrate an increase in productivity, he and the employee would include this measure in the Telework Agreement.”

Jasmine’s advice to others considering Telework:

“Overall, implementing the Telework program and any additional training and education is up to the discretion of the agency and the supervisors because everyone will have their specific questions related to their individual work sites. But I would be more than happy to help facilitate communication with supervisors and employees and answer broad questions about the program. I will direct them to resources that are available, just like I did with Mr. Jordan. We are here to help!”

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To learn more about what types of employees and employment functions might be suited for telework, visit the [Telework program](#) pages on the Capitol Rideshare website. This online resource will provide employees and supervisors with training requirements, a self-assessment to determine the candidate’s likely success with teleworking, the telework agreement, and answers to frequently asked questions about participating in the state of Arizona Telework program.

Any questions regarding Telework requirements, policies or implementation as well as other commute-related concerns should be sent to RideshareHelp@azdoa.gov; we are also available at 602.542.7433.

State employees win Clean Air awards for using alternate mode commuting, reducing air pollution

Capitol Rideshare staff is committed to assisting state employees find an alternate mode of commuting that works well for the employee and contributes to the mission of reducing single occupancy vehicle commutes. Three state employees were recognized at the Valley Metro 30th Annual Clean Air Campaign Awards ceremony on October 31 for their outstanding commuting efforts:

Outstanding Commuter — Bicyclist or Walker

Michael N. Sanders

Michael Sanders is the Bicycle and Pedestrian Program Coordinator for Arizona Department of Transportation, Multimodal Planning Division. In his job, Michael is responsible for promoting and facilitating non-motorized modes of transportation. This includes developing facilities for the use of pedestrians and bicyclists and public education, promotion, and safety programs. Michael has been a featured speaker at Capitol Rideshare's Lunch and Learn program for state employees who want to learn more about incorporating bicycles into their commute. When he presents, he speaks from personal as well as professional experience: Michael bikes 30 miles round trip to work each day; he's been biking to work since 1994. To reach his office at the Capitol Mall complex from his home in Ahwatukee, Michael rides along major surface streets in south Phoenix. He notes, "Not unlike owning and maintaining a motor vehicle, you have to maintain your health and perform regular bicycle maintenance."

Outstanding Commuter — Multi-modal User

April Perkins

April Perkins, an HRIS Service Desk Analyst with the Arizona Department of Administration, put the multi in multi-modal commuting! Leaving home early in the morning, April would ride her bike and her daughter McKenna would ride her scooter with her to catch the local bus; they would drop off McKenna at her before-school program. April would ride her bike and catch a local bus to Mesa Park and Ride, then take the Express bus, arriving to work by 7:30 a.m. In the evening, April would leave work by 5:00 p.m., and ride her bike to the light rail station. She would take the light rail to a stop in Mesa, then ride her bike to McKenna's after-school program site. She and McKenna would bike to the bus stop and take a 10-mile bus ride, then they would ride back home together on their bike and scooter. April's daily round-trip commute totaled 86 miles! April and McKenna commuted together from Sept. 2016 until May 2017. Now McKenna is going to junior high school and she catches the school bus close to home. April's commute is shorter; she rides her bike to catch an Express bus to work. April uses alternate modes for many reasons: to save money, to get exercise, and to help cut air pollution. And she's made friends along her route!

Outstanding Commuter — Carpooler or Vanpooler

Fred Hendrix

Fred Hendrix has been vanpooling since 2005 and his daily commute from Mesa to Florence five days a week is approximately 2,000 round trip miles each month. His vanpool consists of nine full-time riders and three part-time riders. Fred is able to keep his van at full capacity by recruiting part-time riders if a full-time rider leaves. With this strategy, he is able to assure maximum benefits to his riders when splitting the van fare and fuel costs. Although there have been many changes to his group over time, three of his riders have been with his vanpool for more than seven years. One of his riders left the vanpool for several years because of retirement and has since rejoined when starting a new job in their department. Fred and many riders maintain friendships outside of work.

Commuter Club: Capitol Rideshare's commitment to employees using alt modes

Membership is now paperless—no more cards

Non-university state employees who use an alternate mode at least twice a week are eligible for Commuter Club membership. Alternate modes include transit, carpool, telework, bike, walk, vanpool, and compressed work week. There is no cost to join the Commuter Club; the [online application](#) is easy to complete. Membership benefits include:

Emergency ride home. Commuter Club members are eligible for two FREE emergency rides home each year. Qualifying emergencies include illness resulting in an employee leaving prior to the departure of their commuting time; family emergency requiring an employee to leave work early; and a carpool driver unexpectedly leaving work early. Commuter Club members call 602.542.RIDE (7433) and we will send you back to your car or your home via Uber or Lyft.

Discounts from ridesharing companies Uber and Lyft. Employees who have renewed their membership have been enjoying the benefits offered by ridesharing companies Uber and Lyft, including the free emergency ride home. **Lyft is currently providing Commuter Club members an exclusive promo code for the holiday season: 25% off eight rides, good through January 2, 2018!** This is the perfect opportunity to leave your car at home during holiday festivities and get a discounted ride to parties and family gatherings! If you are not familiar with their services, check out their web sites: www.uber.com and www.lyft.com.

Reminders

Update bookmarks and links!

Capitol Rideshare has a new website and a new domain name: CapitolRideshare.az.gov. The new site consolidates information that was previously published on three separate sites: Capitolridesshare.com, the most frequently visited site for commute solutions; TeleworkArizona.com, which held only telework content; and a page for travel reduction coordinators (coordinators) at aztrpcoordinator.com. If you have any of the former pages bookmarked or linked to another web site, please be sure to update your bookmarks and links to the correct page on the new site, CapitolRideshare.az.gov.

Commuter Club: keep your info current!

Our primary method of communication with Commuter Club members is via email. Most of the members provide their work email address. If you move to a new agency or if your contact information changes, please be sure to update your membership information by sending an email to RideshareHelp@azdoa.gov.

Valley Metro Holiday Schedule

For transit riders, please be sure to check [Valley Metro's holiday schedule](#) as some routes are subject to reduced availability during the holidays. Please plan ahead to ensure transit service is available during your work schedule.

Match list service for carpools and vanpools

Need to find someone to share the ride? Log on to SharetheRide.com and complete a match list. It takes just a few minutes and it is confidential. The tool will allow you to find others who are seeking commuters for a carpool or vanpool. It is a great way to find someone who shares your commute! Need help? Call us at 602.542.7433.

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